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10/755,520	01/12/2004	Larry Keith Bruening	2429/SPRI.106545	1396

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EXAMINER

ADDY, THJUAN KNOWLIN

ART UNIT	PAPER NUMBER
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2614

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PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Response to Arguments and Amendment

1. Applicant's arguments and amendment filed 01/20/2009 have been fully considered but they are not persuasive.
2. Claims 42-46 are new claims, added after the Final Rejection, that require further consideration and/or search by Examiner. Therefore, these claims will not be addressed by Examiner, at the current time.
3. In response to Applicants' arguments in regards to claims 1, 25, 28, 39, and 41, Examiner will not address these arguments, at the current time. The arguments in regards to these claims are based on amendments made to the claims after the Final Rejection. These limitations change the scope of the claims, and therefore require further consideration and/or search by the Examiner.
4. In response to Applicants' argument in regards to claim 8, that Bravin does not disclose "providing a profiles database that stores a set of attributes associated with one or more plurality of agents", and "referencing said source information against said profiles database to identify one of said plurality of agents to facilitate said communication", Examiner respectfully disagrees. Bravin does disclose providing a profiles database (e.g., database of languages in which each relay interpreter is skilled in) that stores a set of attributes (e.g., language skills) associated with **one or more** plurality of agents (See Fig. 2 and interpreter/relay interpreter 21) and referencing said source information (e.g., desired language of deaf/hard of hearing party 13) against said

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profiles database to identify one of said plurality of agents to facilitate said communication (See pg. 6, paragraph [0050]).

5. In response to Applicants' argument in regards to claim 13, that Bravin does not disclose "identifying the specific agent prior to when the routing requests reach a telephone server", Examiner respectfully disagrees. Bravin discloses that "**Prior** to relay interpreter 21 answering the call, the inbound phone number of party 13 is retrieved by caller ID... This retrieved phone number can be used to associate a subscriber profile on VRS 19 with the caller... Once the subscriber is determined, the associated subscriber profile is retrieved from profile server 55 and displayed to relay interpreter 21... the data populated in the look-up table fields can inform the relay interpreter of the preferred language of the caller... The subscriber profile can be used for contacting deaf/hard of hearing party 13 and the preselected greeting reduces the time of processing the calls" (See pg. 6, paragraph, [0051]). Therefore, Bravin does disclose identifying the specific agent prior to when the routing requests reach a telephone server.

6. In response to Applicants' argument in regards to claim 18, that Bravin does not disclose "denoting a hierarchy of one or more of said plurality of agents to facilitate said communication request" and "routing said communications request to at least one of said one or more of said plurality of agents in said hierarchy, who is able to receive said communication request and facilitate said call", Examiner respectfully disagrees. Bravin does disclose denoting a hierarchy (for example, the "hierarchy" is based on the particular language in which the relay interpreter is skilled in... for instance, the

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deaf/hard of hearing party 13 may require a relay interpreter that is skilled in French, therefore a relay interpreter who is skilled in French, and not Spanish, is selected over the other relay interpreters to handle the particular call) of **one or more** of said plurality of agents to facilitate said communication request and routing said communications request to at least one of said **one or more** of said plurality of agents in said hierarchy, who is able to receive said communication request and facilitate said call (See pg. 6, paragraph [0050]).

7. In response to Applicants' argument in regards to claim 32, that Bravin does not disclose "monitoring a plurality of agents who may facilitate said communications request by serving as an intermediary" and "based on said monitoring and said source information, directing said communications request to one or more of said plurality of agents", Examiner respectfully disagrees. Bravin does disclose monitoring (for example, "monitoring" may simply be the system maintaining a database/list of a plurality of relay interpreters, and the particular language in which each relay interpreter is skilled in) a plurality of agents who may facilitate said communications request by serving as an intermediary and based on said monitoring and said source information (e.g., desired language of deaf/hard of hearing party 13), directing said communications request to one or more of said plurality of agents (See pg. 6, paragraph [0050]).

/Thjuan K. Addy/
Primary Examiner, Art Unit 2614